**Course Outline**

**PCMT CO-OP 120**

**(PERSONAL COMPUTER MAINTENANCE & TROUBLESHOOTING)**

***Description:***

PCMT Co-Op 120 qualifies as a 1 credit on site Co-Op placement, with an emphasis on providing technical support for LHHS. Students disassemble, assemble computers and provide service & repair of computer hardware. Regular software upgrades/updates, installation of new programs and troubleshooting individual systems are regular activities that have to be performed. Students will be required to keep a log/journal of their daily work and project work throughout the semester.

***Course Requirements:***

* Examine the hiring process including resumes, cover letters, interviews and portfolios
* Provide level one technical support for Leo Hayes High School
* Participate in learning labs within the classroom environment
* Take part in special projects
* Work alone or small teams at assigned tasks
* Effectively communicate while performing technical support
* Log cases/Maintain an up-to-date log/Journal to be passed in Weekly.
* Daily attendance and participation

***Grading Scheme*:**

Class Mark/Participation/Attendance 15%

Logs/Journal/Record Keeping 15%

Assignments: 35%

Learning Lab: 35%

**Progress Reports**:

I will be regularly updating my Wiki Spaces Account at [www.plourde.wikispaces.com](http://www.plourde.wikispaces.com) Please check from time to time to monitor student progress. Click on PCMT on the left side navigation panel for class information and progress grades.

***I will be forwarding the necessary information to track the progress of your son or daughter once I assign grades for completed work.***

Questions or concerns can be directed to me via email [luc.plourde@nbed.nb.ca](mailto:luc.plourde@nbed.nb.ca) or 444-5304.

Please fill in the information below and return to me as soon as possible.

PCMT CO-OP 120 Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(Circle the number that applies to your situation)**

1. I **have** internet access and will monitor my son/daughter’s progress online.
2. I **do not** have internet access and will require paper copies of progress reports.

My email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_